# ATTACHMENT III

ACN COMMUNICATION SERVICES, INC.

MANAGERIAL AND TECHNICAL RESOURCES

# ACN COMMUNICATION SERVICES, INC.

### MANAGEMENT PROFILES

#### Charles Barker - Chief Executive Officer - North America

Charles Barker is the Chief Executive Officer - North America for ACN has over 17 years of telecommunications experience. Prior to joining ACN he was Chief Financial Officer of Global Carrier Services for Global Crossing where, among other responsibilities, he oversaw strategic and product development analysis, customer provisioning and negotiations, billing and forecasting. Mr. Barker also held the position of Chief Financial Officer for North America Carrier Services with the Frontier Corporation and also served as Corporate Controller for Frontier. He worked for eleven years with PriceWaterhouseCoopers LLP where his primary assignment was the Frontier Corporation audit. Mr. Barker has a bachelor's degree in accounting from Clemson University and is a Certified Public Accountant.

#### James F. Mulcahy - Secretary

James F. Mulcahy is the Secretary and Chief Operating Officer - Europe for ACN and has more than 20 years experience in corporate finance, including specific expertise in general accounting, credit and collection operations, financial reporting, budgeting and planning. Prior to joining ACN, he was Vice President International Carrier Finance for Global Crossing where he was responsible for the organization of credit and collection. From 1994 until 2000 Mr. Mulcahy worked for Frontier Corporation in various positions including Managing Director UK, Vice President Finance, Vice President Corporate Operations and Vice President Finance and CFO - FCI Long Distance. Prior to Frontier he held various executive level positions with the Dun & Bradstreet Corporation. Mr. Mulcahy has a BBA. in Accounting and an MBA in Finance from Pace University.

### Lance Beck - Vice President of Call Center Operations

Lance Beck brings over 11 years of customer service and call center operational experience to the ACN team. After graduating from Hendrix College in Conway, Arkansas with a B.A. in International Relations, Lance worked for MCI Telecommunications progressing from front-line support of Spanish-speaking customers to managing training development and implementation for MCI's Consumer Markets. Upon leaving MCI, Lance joined Excel Telecommunications as the Manager of Training and Development where he developed the Customer Service strategy and training to support it. In addition, he was significantly involved in the establishment of two new call centers and promoting the benefits of multi-site operations. Expanding his experience, Lance joined WinStar Communications as a Call Center Manager obtaining first hand call center knowledge and applying many years of training experience. At GTE Communications, Lance was a Project Manager for Strategic Markets successfully seeing multiple projects launch on time and within budget.

Lance moved directly back into the call center environment when he joined InteleSolve, a consulting company, and was immediately placed with ACN to assist in developing a service strategy to support ACN's long distance reseller initiative. Drawing upon previous site selection experience and the establishment of a new operation, Lance led the initiative to successfully develop the Marquette operation. Lance joined ACN in January of 2000 as Director of Call Center Operations and currently holds the position of V.P. of Call Center Operations of N.A.

# ACN COMMUNICATION SERVICES, INC.

### MANAGEMENT PROFILES, Cont'd.

### Dan Crowley - Vice President, Finance

Dan Crowley is the Vice President, Finance, North America for ACN, Inc., a telecommunications reseller based in Farmington Hills, MI. In this role, Dan is responsible for all financial operations of this \$100 Million division, including accounting, finance, credit & collections and corporate tax. Before joining ACN in August 2002, Dan provided strategic advisory services to companies in the CLEC and ISP markets. Dan helped launch Carrier Trust Company, which focused on financing alternatives for carriers and he also completing work on the Excite@Home reorganization and transitional strategy plan.

Dan left IQ Labs, Inc. in November of 2001, where he was the Vice President of business and product development. IQ Labs makes enterprise software that automates the provisioning process for enterprise communications equipment. In this role, Dan built the strategic plan that helped the company secure \$12 Million in venture funding. He also successfully re-crafted the company's product strategy to align it with enterprise customer's needs.

Prior to joining IQ Labs in July of 2000, Dan held various business and product development positions for Qwest Communications (formerly U S WEST) in the !NTERPRISE Networking Data business. !NTERPRISE was created by U S WEST in 1992 to address the advanced data and network integration needs of customers in its 14 Western and Midwestern states. As Director of product development, Dan led the team that conceived and launched the company's E-Commerce offerings. Previously, he was Director of business development for !NTERPRISE where he directed partnering and investment activity in the Internet and broadband sectors. Dan began his career at U S WEST in 1997 as Director of business development for U S WEST Long Distance, and moved to !NTERPRISE in 1998.

Before joining US WEST, Dan was a member of the corporate development team at Frontier Corporation, in Rochester, New York, which merged with Global Crossing in 1998. While there, Dan helped complete seven acquisitions valued at over \$2 Billion. He also contributed to the groundbreaking Open Market Plan, which opened the local telephone markets of Frontier to competition. The Open Market Plan eventually served as a major blueprint for the Telecommunications Act of 1996, which sought to introduce local telephony competition across the country. Dan joined Frontier in 1994 after holding various positions with The Chase Manhattan Bank in corporate finance.

Dan graduated with a Bachelor of Science degree in business administration from the California State University at Humboldt and received an MBA from St. Bonaventure University in Olean, New York.